

Urban Alliance Job Description

Program: Momentum

Job Title: Case Manager/ Support Specialist

The Momentum Urban Employment Program is a community-based employment readiness and life skills development program that connects unemployed and underemployed individuals with employment opportunities through classroom training, life-coaching and networking with local agencies and business partners. Momentum is specifically designed to assist marginalized people with significant barriers to success in overcoming these barriers to gain self-sufficiency.

Position Overview: Our Momentum team is looking for a resourceful, driven and competent self-starter who is willing to embrace people, engage with their issues and empower them to succeed. This individual is directly responsible to case manage a group of individuals and coordinate benefit services to empower them to overcome their personal barriers on their journey to success and self-efficacy.

What we are looking for in a Team Member:

- A belief that everyone wants to succeed and that everyone deserves another chance to do so.
- A belief that people can change and that true relationship is the basis for empowering that change in others.
- A compassion and positivity that is energized by helping others transform their lives.
- An unwavering commitment to excellence and a drive and initiative to get things done.
- A belief in the value of diversity and equity and a desire to combat systemic racism in our world.
- A broad and diverse knowledge of generational poverty and its effects upon a person.
- A willingness to have the difficult conversations while remaining vulnerable, caring and objective.
- A value for open mindedness and a hunger to grow that result in a coachable spirit.

Qualification: Bachelor degree in a relevant field such as Social Work, Psychology, Human Resources or other related field, combined with at least three (2) years of experience, required. Master's degree preferred. Must possess a proven record working effectively under aggressive deadlines with little support staff and enjoy an open and collaborative environment. Must have group facilitation and case management experience and must have the ability to have difficult conversations.

- Excellent interpersonal, organizational, time management, leadership and development skills.
- Strong communication skills; both written and verbal, utilizing proper English and grammar.
- Must possess a strong drive, be initiative, and thrive in a fast-paced, open and collaborative environment.
- Ability to work effectively one-on-one, as well as facilitate group presentations and discussions.
- Ability to control a room and deescalate explosive situations.
- Experience in Employment Readiness including resume writing, interviewing and image development.
- Proficient in MS Office including Word, Excel and Google open office products.

Reporting: Reports to the Momentum Case Management Supervisor

Compensation & Time Commitment: The position will be full-time, salaried exempt. 8:30am to 4:30pm, daily.



Responsibilities include:

- Act as a case manager for program participants; maintaining personnel files and case notes.
- Facilitate one-on-one meetings with participants; identifying and remediating barriers.
- Act as an advocate and referral source to meet participant needs.
- Oversee the disbursement of supportive services.
- Facilitate weekly addiction recovery support group meetings.
- Research community partners to identify possible resources available to program participants.
- Build relationships with diverse populations.
- Manage support database, ensuring all client files are up to date and accurate.

To Apply: Please click on the following link to apply-

https://www.indeed.com/viewjob?t=case+managersupport+specialist&jk=d13ba6a0dfc8a152&_ga=2.152300657.996795613.1527780247-473188949.1518544796

Deadline: Postings will be live until filled.

*****Attention:** Upon submission of an application, an email will be sent to you with an invitation to participate in a recorded phone interview. YOU MUST COMPLETE THIS INTERVIEW TO BE CONSIDERED FOR EMPLOYMENT.